

CHOSEN LEADER

A young charismatic restaurant owner who inherited the business allowed his employees to help themselves to the bar after hours. The staff enjoyed his casual leadership style that enabled them to work and play by their own rules. He looked the other way when they would take money from the cash register for personal reasons as long as they acted and sounded like they were doing a good job. He was very popular with the bartenders and servers until his bills began to elude him and he eventually lost the business.

A savvy chef bought the restaurant and reversed the destructive direction of the business. His goal was to make the restaurant successful again. His culinary skills were well known and his past business dealings were successful, but his ways were very unpopular with the staff that he kept on from the previous owner. Their hatred for him was swift to develop. They despised not being able to help themselves any more. Looking busy without results was no longer acceptable there. He would not hold back when he saw them wasting food and time. His corrections were straightforward and without decorum. He would hold them accountable for their behavior consistently and demanded better results, firing those who got sloppy at a cost to the business.

The food was everything the customers expected from this well-known chef. The results were outstanding, but as his popularity grew with his customers and the restaurant exceeded its goals, the servers sought to make him pay for how he changed things for them. They began to spit and even urinate in the delicious food he was preparing before it reached the table and they served it with an attitude, telling customers they were not going to like it very much. Some of the employees even began to convince friends to post scathing negative reviews online unceasingly. They paid strangers to hold signs pointing hungry patrons in the wrong direction as the servers continued to undermine the chef's plans and the success of the restaurant.

Who is the better Restaurant owner, the Chef or the young charismatic inheritor?
And does it matter who serves your meal?